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Finkle Hill Dental Care

Inspection report

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Overall summary

We carried out this announced focused inspection on 29 March 2022 under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We planned the inspection to check whether the registered practice was meeting the legal requirements in the Health and Social Care Act 2008 and associated regulations. The inspection was led by a Care Quality Commission, (CQC), inspector who was supported by a specialist dental adviser.

To get to the heart of patients' experiences of care and treatment we usually ask five key questions, however due to the ongoing COVID-19 pandemic and to reduce time spent on site, only the following three questions were asked:

- Is it safe?
- Is it effective?
- Is it well-led?

These questions form the framework for the areas we look at during the inspection.

Our findings were:

- The dental clinic was visibly clean and well-maintained.
- The practice had infection control procedures which reflected published guidance.
- Staff knew how to deal with medical emergencies. Appropriate medicines and life-saving equipment were available.
- The practice had systems to help them manage risk to patients and staff.
- Safeguarding processes were in place and staff knew their responsibilities for safeguarding vulnerable adults and children.
- The practice had staff recruitment procedures which reflected current legislation.
- The clinical staff provided patients' care and treatment in line with current guidelines.
- Patients were treated with dignity and respect and staff took care to protect their privacy and personal information.
- Staff provided preventive care and supported patients to ensure better oral health.

Summary of findings

- The appointment system took account of patients' needs.
- There was effective leadership and a culture of continuous improvement.
- Staff felt involved and supported and worked as a team.
- Staff and patients were asked for feedback about the services provided.
- The dental clinic had information governance arrangements.

Background

Finkle Hill Dental Care is in the village of Sherburn-in-Elmet, Leeds and provides NHS and private dental care and treatment for adults and children.

The practice is situated on the first floor of a small shopping complex. Access to the practice is via one flight of stairs; the practice information leaflet informs patients of this. People who may struggle with the stairs are directed to a more accessible local dental location. There are several car parking spaces in front of the practice or parking can be found nearby on local side roads.

The dental team includes a principal dentist and two associate dentists, a visiting specialist dentist, seven dental nurses (two of whom are trainee dental nurses), a dental hygienist and two receptionists. The team is supported by a practice manager and a business manager. The practice has three treatment rooms.

During the inspection we spoke with three dentists, two dental nurses, one receptionist and both managers. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open: Monday to Thursday 8am to 6pm and Friday 8am to 2pm.

There were areas where the provider could make improvements. They should:

- Improve the practice's sharps procedures to ensure the practice is in compliance with the Health and Safety (Sharp Instruments in Healthcare) Regulations 2013.

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services safe?	No action	✓
Are services effective?	No action	✓
Are services well-led?	No action	✓

Are services safe?

Our findings

We found this practice was providing safe care in accordance with the relevant regulations.

Safety systems and processes, including staff recruitment, equipment and premises and radiography (X-rays)

The practice had safeguarding processes and staff knew their responsibilities for safeguarding vulnerable adults and children. The practice had a safeguarding lead and a deputy who were trained to a higher level than required for their role.

The practice had infection control procedures which reflected published guidance. The practice had introduced additional procedures in relation to COVID-19 in accordance with published guidance. The practice had appointed an infection prevention and control lead and a deputy to oversee infection prevention and control standards.

The practice had procedures to reduce the risk of Legionella or other bacteria developing in water systems, in line with a risk assessment. The practice had appointed a legionella lead and a deputy to oversee legionella management and water quality standards.

The practice had policies and procedures in place to ensure clinical waste was segregated and stored appropriately in line with guidance.

We saw the practice was visibly clean and there was an effective cleaning schedule to ensure the practice was kept clean.

The practice had a recruitment policy and procedure to help them employ suitable staff. These reflected the relevant legislation.

Clinical staff were qualified, registered with the General Dental Council and had professional indemnity cover.

The practice ensured equipment was safe to use and maintained and serviced according to manufacturers' instructions. The practice ensured the facilities were maintained in accordance with regulations.

A fire risk assessment was carried out in line with the legal requirements and the management of fire safety was effective. The practice had appointed a fire lead and a deputy to oversee fire safety management standards.

The practice had arrangements to ensure the safety of the X-ray equipment and we saw the required radiation protection information was available. Including: Cone-beam computed tomography (CBCT) equipment.

Risks to patients

The practice had implemented systems to assess, monitor and manage risks to patient and staff safety.

The staff followed the relevant safety regulation when using needles and other sharp dental items. The sharps risk assessment did not reflect all sharps items in use at the practice.

The practice had ensured staff were trained on the signs and symptoms of sepsis, however a more effective system was required to ensure staff were confident in how to respond. The practice gave assurances this would be addressed.

With the exception of clear face masks for the self-inflating bag, all emergency equipment and medicines were available and checked in accordance with national guidance. The practice responded proactively to our findings and ordered the face masks during the inspection.

Staff knew how to respond to a medical emergency and had completed training in emergency resuscitation and basic life support every year. The practice had appointed a lead and deputy first aid responder.

Are services safe?

The practice had risk assessments to minimise the risk that could be caused from substances that are hazardous to health.

Information to deliver safe care and treatment

Dental care records we saw were complete, legible, were kept securely and complied with General Data Protection Regulation requirements.

The practice had systems for referring patients with suspected oral cancer under the national two-week wait arrangements.

Safe and appropriate use of medicines

The practice had systems for appropriate and safe handling of medicines. Antimicrobial prescribing audits were carried out.

Track record on safety, and lessons learned and improvements

The practice had implemented systems for reviewing and investigating incidents and accidents. The practice had a system for receiving and acting on safety alerts.

Are services effective?

(for example, treatment is effective)

Our findings

We found this practice was providing effective care in accordance with the relevant regulations.

Effective needs assessment, care and treatment

The practice had systems to keep dental professionals up to date with current evidence-based practice.

The specialist dentist provided endodontics treatments (root canal treatment) using a specialised operating microscope to assist them. The specialist dentist also provided advice and guidance on endodontics to the other dentists in the practice.

The specialist dentist also provided treatments for complex dental cases.

We saw the provision of dental implants was in accordance with national guidance.

Helping patients to live healthier lives

The practice provided preventive care and supported patients to ensure better oral health.

Staff were aware of and involved with national oral health campaigns and local schemes which supported patients to live healthier lives, for example, local stop smoking services. They directed patients to these schemes when appropriate.

Staff told us that prior to the COVID-19 pandemic they were committed to improving the oral health of their local community and provided oral health sessions to local primary schools and local Beavers and Cubs groups. These community visits will be resumed later in 2022. The team continues to deliver oral health education to children at the practice.

Consent to care and treatment

Dental care records we looked at showed improvements could be made to ensure staff obtained patients' consent to care and treatment in line with legislation and guidance. We noted consent was not always being recorded at the initial examination stage. We highlighted this to the practice, who implemented measures to address this on the inspection day.

Staff understood their responsibilities under the Mental Capacity Act 2005.

Staff described how they involved patients' relatives or carers when appropriate and made sure they had enough time to explain treatment options clearly.

Monitoring care and treatment

Except for not always recording consent at the initial examination stage, the practice kept detailed dental care records in line with recognised guidance.

Staff conveyed an understanding of supporting more vulnerable members of society such as patients with dementia, and adults and children with a learning difficulty.

We saw evidence the dentists justified, graded and reported on the radiographs they took. The practice carried out radiography audits six-monthly following current guidance and legislation.

Effective staffing

Staff had the skills, knowledge and experience to carry out their roles. The dental practice demonstrated a multi-skilled professional team. For example, in addition to general dentistry, they offered dental implants, complex restorative treatments, periodontics and endodontic treatments.

Are services effective?

(for example, treatment is effective)

Dental staff had completed post registration extended duties training in radiography, fluoride application, impression taking and oral health education. Staff utilised these skills regularly and were involved in the delivery of oral health education to their patients.

Newly appointed staff had a structured induction and clinical staff completed continuing professional development required for their registration with the General Dental Council.

Co-ordinating care and treatment

Staff worked together and with other health and social care professionals to deliver effective care and treatment.

The dentists confirmed they referred patients to a range of specialists in primary and secondary care for treatment the practice did not provide.

The practice was a referral clinic for dental implants, endodontics, complex restorative treatment and periodontics. We saw staff monitored and ensured the dentists were aware of all incoming referrals.

Are services well-led?

Our findings

We found this practice was providing well-led care in accordance with the relevant Regulations.

Leadership capacity and capability

The practice demonstrated a transparent and open culture in relation to people's safety.

There was strong leadership and emphasis on continually striving to improve.

Systems and processes were embedded, and staff worked together in such a way that the inspection highlighted only minor areas required further attention.

The information and evidence presented during the inspection process was clear and well documented.

We saw the practice had effective processes to support and develop staff with additional roles and responsibilities.

Culture

The practice could show how they ensured high-quality sustainable services and demonstrated improvements over time.

Staff stated they felt respected, supported and valued. They were proud to work in the practice.

Staff discussed their training needs during annual appraisals, one to one meetings and during clinical peer review. They also discussed learning needs, general wellbeing and aims for future professional development.

The practice had arrangements to ensure staff training was up-to-date and reviewed at the required intervals.

Governance and management

Staff had clear responsibilities roles and systems of accountability to support good governance and management.

The practice had a system of clinical governance in place which included policies, protocols and procedures that were accessible to all members of staff and were reviewed on a regular basis.

We saw there were clear and effective processes for managing risks, issues and performance. Where we identified areas for improvement during the inspection, the practice responded immediately to make changes.

Appropriate and accurate information

Staff acted on appropriate and accurate information.

The practice had information governance arrangements and staff were aware of the importance of these in protecting patients' personal information.

Engagement with patients, the public, staff and external partners

Staff gathered feedback from patients, the public and external partners and a demonstrated commitment to acting on feedback.

The practice gathered feedback from staff through meetings, surveys, and informal discussions. Staff were encouraged to offer suggestions for improvements to the service and said these were listened to and acted on.

The practice was also a member of a good practice certification scheme.

Continuous improvement and innovation

The practice had systems and processes for learning, continuous improvement and innovation.

Are services well-led?

The practice had wide-ranging quality assurance processes to encourage learning and continuous improvement. These included audits of dental care records, disability access, radiographs and infection prevention and control.

Staff kept records of the results of these audits and the resulting action plans and improvements.